

The Training Toolbox



**2006 NASACT Training Directors Forum,
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The Training Toolbox



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The Training Toolbox Know Your Audience

- **The Visual/ Verbal Style**
You often see information "in your mind's eye" when you are trying to remember something.
 - make use of "color coding"
 - emphasize key points - summaries
 - "stick it" notes

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The Training Toolbox Know Your Audience

- **The Visual/ Nonverbal Style**
When trying to remember something, you often visualize a picture of it in your mind.
 - draw symbols and pictures
 - make charts to organize the information
 - translate words and ideas into symbols, pictures, and diagrams.

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***The Training Toolbox
Know Your Audience***

- **The Tactile/ Kinesthetic Style**
Demonstrations, "hands on" experiences, and field examples.
 - make your learning tangible
 - make a sequence of steps
 - use graphics, tables, and spreadsheets
 - limit the amount of information to aid recall

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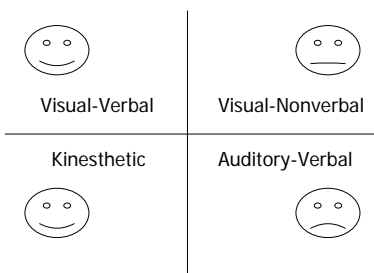
***The Training Toolbox
Know Your Audience***

- **The Auditory/ Verbal Style**
When trying to remember something, you can often "hear" the material.
 - "talk your way" through new information
 - state the problem in own words
 - use graphics, charts as reminders
 - group learner



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***The Training Toolbox
Know Your Audience***



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The Training Toolbox Know Your Audience

■ Key to All

- Recognize the differences
- Emphasize key points - steps
- Use graphics, charts, colors
- Learn their way
- Interaction of different people

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Training Toolbox The Monk and the Mountain

- One morning, exactly at sunrise, a Buddhist Monk began to climb a tall mountain. A narrow path, no more than a foot or two wide, spiraled around the mountain to a glittering temple at the summit. The monk ascended at varying rates of speed, stopping many times along the way to rest and eat dried fruit. He reached the temple shortly before sunset. After two days of fasting and meditation, he began his journey back along the same path, starting at sunrise and again walking at varying speeds with pauses along the way. His average speed descending was of course greater than his average speed climbing. Show that there is a spot along the path that the monk will occupy on both trips at precisely the same time of day. (Karl Duncker)

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The Training Toolbox Something for Everyone?

■ Types of Training

- Audio Conferences
- On-line
- Video Conferences
- On-Site

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The Training Toolbox Something for Everyone?

- **Types of Training**
 - What's your objective?
 - Who decides?
 - Budget?

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What's in My Training Toolbox? Examples

- Analysis Techniques
- Risk-Based Sampling
- Scope Creep
- Developing Audit Findings

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Training Toolbox

Walter Stewart – Bell Labs 1920's

- ***The purpose of analysis is insight, and the best analysis is the simplest analysis that provides that insight.***
- ***Basic but important concept. Tangible is essential.***

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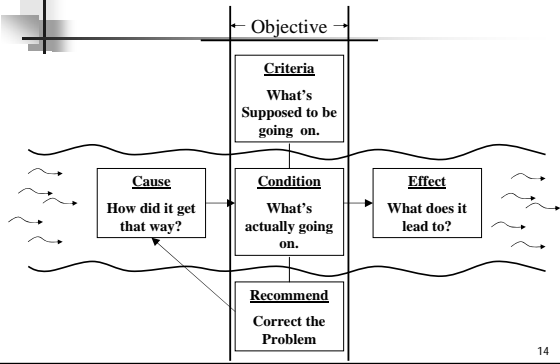
Training Toolbox Exercises

Individual and group exercise on simple analysis and insight.



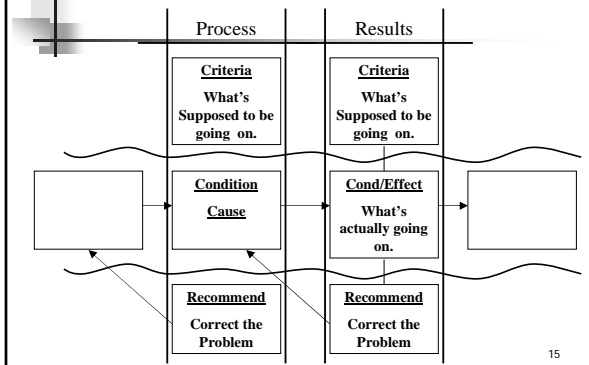
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Analysis Techniques



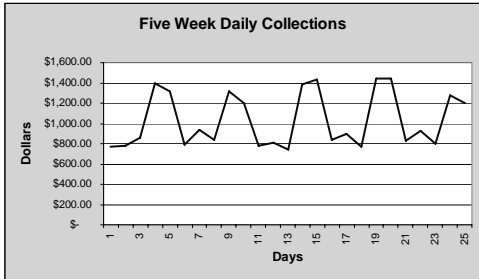
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Analysis Techniques



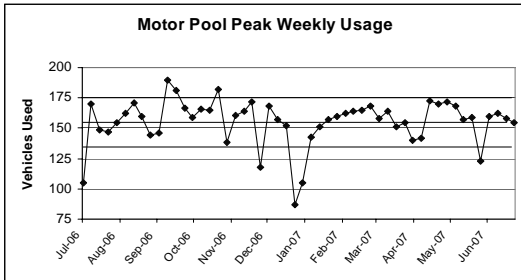
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Analysis Techniques



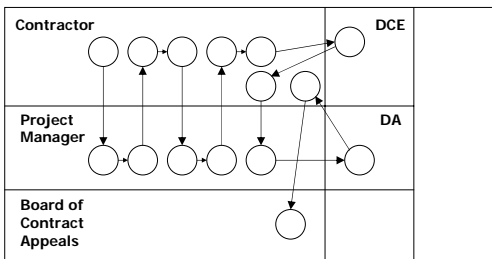
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Analysis Techniques— Process Behavior Charts



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Analysis Techniques – Display for Emphasis



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Analysis Techniques - Process Approach

Auditee System Components

Input	Activities	Output	Goals & Obj
- People	- Planning	- Service(s)	- Need
- Facilities	- Operations	- Product(s)	
- Equip	- Controls		
- Supplies			
- Funding			

Effective (arrow from Activities to Output)

Efficient (arrow from Input to Output)

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Analysis Techniques What's the Problem?

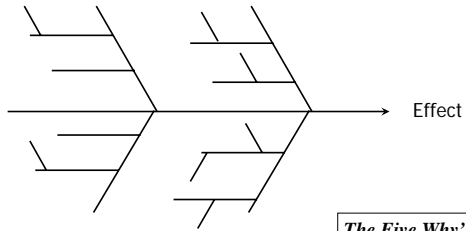
- In the early industrial age, buildings began to spring up in areas where land was at a premium. Many of these new buildings were taller than anything ever built before. As buildings got taller and taller, walking was a less attractive option. More people began to use elevators. Elevators in those days were relatively slow. People were constantly complaining about how slow they were. Elevator companies were challenged with this problem. They went off to design elevators that were faster and safer, but at the time it was very expensive to do so. They got a group together to try and find a more inexpensive and quick solution. What did they come up with?

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Using Geography to Support the Business of Government

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Analysis Techniques for Auditors
Cause and Effect Diagram



The Five Why's!

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Analysis Techniques for Auditors
Force Field Analysis

- | | |
|-----------------------------|--------------------------|
| ■ Available Resources | ■ Group Needs |
| ■ Traditions | ■ Past/Present Practices |
| ■ Vested Interests | ■ Policies or Norms |
| ■ Organizational Structures | ■ Outside Agencies |
| ■ Relationships | ■ Values |
| ■ Trends | ■ Desires |
| ■ Attitudes | ■ Costs |
| ■ Regulations | ■ People |
| | ■ Events |

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Training Toolbox
Risk-Based Sampling

- | | |
|-------------------------------|--|
| ■ Why do we use sampling? | ■ Discussion and your experiences |
| ■ Be an auditor/analyst first | ■ Fear of square roots and probability |
| ■ Exercises | ■ Hands on |
| ■ Case Studies | ■ Real Life |
| ■ Tie to Standards | ■ Make it real |
| ■ Simple calculations | ■ Lost in MATH |

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Training Toolbox
Make it Fun!

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Training Toolbox
Scope Creep

<ul style="list-style-type: none"> ■ Discussion on if it is good or bad ■ What is the cause? ■ Can we do anything about it? ■ Exercises ■ Case Study 	<ul style="list-style-type: none"> ■ Understand the concept ■ Real life stuff ■ Alternatives and people ■ Group work ■ That happened to me!
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Training Toolbox
Developing Audit Findings

<ul style="list-style-type: none"> ■ What is an Audit Finding ■ Problem Solving ■ Standards ■ Why does something so straight forward go wrong ■ Exercises/Presentation 	<ul style="list-style-type: none"> ■ Discussion and examples ■ Real life ■ What's necessary? ■ Exercises and discussion of concept and examples ■ Hands on
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**Training Toolbox
Demand Options**

Different Types of Learners!

***Use familiar examples –
your own work!***

***Make the trainers work –
look for these approaches!***

Evaluate!

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**Training Toolbox
You Ask Me**

Questions

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The Training Toolbox



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